General Transitional Assistance

Operational Focus Update:

In September, the program distributed $12,520 in financial assistance to clients. The primary objective for General Transitional Assistance recipients remains securing SSI/SSDI benefits to support long-term financial stability and self-sufficiency.

Monthly Service Metrics:

General Transitional Assistance	Monthly Total
Checks Distributed	34
Case Management Hours (incl New Applicants Meetings)	31
Program Applicants	3
New Program Clients	5
# of People Terminated from Program	5
# Clients Successfully Transitioned	1
SSI Reimbursements	$0.00

Resource Distribution or Other Pertinent Data:

I also had 22.5 hours of Training sessions this month.

Operational Challenges:

A key operational challenge is that many clients continue to receive less than the full monthly benefit. Several statewide cost-of-living adjustments over the past two years have not been implemented. The most recent increase on October 1, 2026, raised the grant to 466 dollars, but this update has not been applied consistently in client payments. The continued delays in applying the correct benefit amounts are creating additional financial strain for households already facing significant hardship.

Additionally, the severe lack of affordable housing remains a critical barrier. Approximately 90% of my clients are unhoused and do not utilize the shelter services due to lack of space, leaving many living on the streets. This is not simply a shelter issue — it is a countywide crisis that requires urgent attention.

Emergency Rental Assistance

Operational Focus Update: Emergency Rental Assistance (ERA) in September was given to 30 households experiencing financial hardship. Support totaled more than $43,179.31 in rental assistance, with 14 of the 30 being female head of households.

Monthly Service Metrics:

Emergency Rental Assistance	Monthly Total
Total Households Served	30
Households with Disabilities:	11
Racial Breakdown of Households	24 Black, 3 White, 2 Hispanic, 1 multiracial

Emergency Rental Assistance Income Category	Monthly Total
Extremely Low (0-31% Median Family Income)	17
Low Income (31-20% Median Family Income)	9
Moderate Income (51-80% Median Family Income)	4

Resource Distribution or Other Pertinent Data:

Of the 30 households served 2 identified as a Hispanic household. 14 of the 30 were female head of households, 11 households had someone disabled in the house. 17 of the 30 households were in the lowest income range per the City's Self Certification of Income.

Operational Challenges

Staff has a steady flow of applicants this month and will has exhausted the HACC funds at the end of September. Those numbers continue to project upwards with the current CDBG programming thru the calendar years end.

Strides Emergency Shelter

Operational Focus Update:

Throughout September, STRIDES continued to prioritize housing stability and employment opportunities. Several guests with assigned beds successfully secured employment, while others continue working toward this goal. Two guests are also preparing to transition into permanent housing, pending confirmation of their move-in dates. Additionally, our Rapid Rehousing Program continues to assess eligible households, with several new enrollments anticipated in October.

Case Managers also dedicated time to regroup, collaborate, and establish a path forward for internal programming centered on SAMHSA's 8 Dimensions of Wellness. To create a more comprehensive approach, the team combined complementary dimensions into two initial programming areas, with sessions scheduled to begin the first full week of October. Theresa will lead programming focused on Emotional and Intellectual Wellness, while Jordan will lead Physical and Environmental Wellness. These sessions will provide guests with opportunities to build skills, explore resources, and support their overall well-being and personal goals.

Monthly Service Metrics:

Bed Utilization	**Men**	**Women**	**Total**
Beds Utilized - Night	1383	406	1789
Average Nightly	46.1	13.53	59.63
Unduplicated	79	32	111
Bed Utilized – Day	89	20	109
Average Daily	2.96	0.67	3.63
Unduplicated	11	5	17

Rapid Rehousing	**Current Enrollment**	**Participant Exits**	**Currently Housed**	**Looking for Housing**
6 Household Capacity	4	0	1	3
Exit Reason	n/a			

Services Provided	
Intakes	29

Centralized Intakes Submitted to Coordinated Entry	7
Case Management*	29 clients, 16 meetings
Monthly Average Number on Waitlist	30 on waitlist 58 requests for a bed
Internal Program Participants	Resuming October 5th
Annual Bus Passes	3
Guest Forum Participants	10
Bus Tokens Provided	13
Strides Linen Laundered	587 loads
Shelter Diversion Transportation	3
Transition to Long Term Housing	2
Notary Service for DMV, Birth Certificate	1
Day Center Visits -Community Wednesdays	93 visits, 66 unduplicated

Resource Distribution or Other Pertinent Data:

- ***Housing Barrier Assistance:*** *Provided assistance on three occasions for employment-related necessities and vital documents.*
- ***Community Donations:*** *Received 22 drop-in donations, including hygiene supplies, clothing, food, and coats to support shelter guests.*
- ***Community Wednesdays:*** *Provided access to 47 showers, 35 loads of laundry, and completed 29 intakes.*
- ***Grant Development:*** *Submitted three grant applications seeking funding to purchase essential shelter supplies, complete minor renovations and facility upgrades, expand shelter bed capacity during the winter months, and support the pilot implementation of a five-bed medical respite program.*
- ***Legislative Engagement:*** *Welcomed Senator Faraci and their Chief of Staff to STRIDES for a facility tour and discussion of our programs, operations, and funding needs. The visit provided an opportunity to highlight our services, share current challenges, and discuss opportunities to better support adults experiencing homelessness in our community.*
- ***New STRIDES Logo:*** *Unveiled our new STRIDES logo following a design competition that invited both staff and guests to submit their ideas. The winning design was created by STRIDES guest James, reflecting the creativity and contributions of those we serve. This new logo represents our continued commitment to building community, amplifying guest voices, and celebrating their talents and successes.*
- ***Shelter Diversion Partnership:*** *Representatives from RPC's Shelter Diversion Program met with Case Managers and Directors to discuss program services and referral opportunities. Beginning September 29, 2026, the program established an on-site presence during Community Wednesdays to connect eligible individuals with diversion resources.*

- ***Professional Development:*** *Carla Zarnsy, Director of Programming, attended the 2026 Housing Matters Conference hosted by Housing Action Illinois to strengthen knowledge of housing initiatives, resources, and best practices.*

Operational Challenges

- ***Staffing and Operational Capacity:*** *STRIDES continues to advance its work through a dedicated team that regularly goes above and beyond its core responsibilities. Case management is currently supported by two employees as we seek the right candidate to fill a vacant position. Two Advocate vacancies also impact daily operations and opportunities for meaningful guest engagement. Meanwhile, social media and communications, grant management, facility oversight, and funding development remain largely absorbed by existing personnel. Despite these challenges, the team continues to make significant progress, highlighting both their commitment and the need for additional capacity to strengthen services and support long-term sustainability.*
- ***Housing Referral Delays:*** *While housing referrals continue to be sent, delays in the application process have created barriers to moving guests forward toward permanent housing. These delays contribute to uncertainty and frustration among guests, impacting their confidence in available housing opportunities and the overall process.*

Township Assessor's Office:

Operational Overview

During October the Assessor's Office was greeting seniors turning in exemptions, viewing new construction and checking building changes caught on GIS, looking through sales studies, and updating our CAMA system with accurate data.

Monthly Service Metrics:

Total Permits Received	192
Permits Requiring Field Inspection	44

Total Parcels Sold in 2026	943
Sales Valid for Study	603

Resource Distribution or Other Pertinent Data:

- *None*

Operational Challenges

None

Prepared By:

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